



STATE OF WASHINGTON  
DEPARTMENT OF LICENSING  
PO Box 9020 • Olympia, Washington 98507-9020

## **21st Century Government Services**

### GOVERNMENT REFORM

#### **Overview**

Like all state agencies, the Department of Licensing is trying to significantly improve service in an environment of severe budget restrictions, increasing customer needs, and rapidly changing technology. The department is executing a plan to transform customer service by upgrading technology, expanding hours of operation at regional service centers, and closing 25 offices that can no longer be operated cost-effectively.

Over time, these changes will reduce operating expenses and ensure convenient, timely, and accurate service for customers across the state. The agency estimates savings of about \$2.6 million during the 2009-11 biennium and \$2.9 million in subsequent biennia through reduced costs for real estate, equipment, vehicles, personnel, travel, and other related expenses.

#### **Technology-driven improvements**

Plans are in place to:

- Install self-service terminals in as many locations as possible across the state, including driver license offices, county auditors' offices, and businesses that serve as sub-agents (grocery stores, etc.). The kiosks will provide driver, vehicle, business and professional services in a single location.
- Expand online services to include such transactions as driver license renewals and duplicates, personalized license plate applications, trip permits, address changes, and drive test scheduling.
- Install credit and debit card over-the-counter equipment to satisfy customer demand, reduce the number of bad checks, and cut transaction time.
- Develop a mobile unit that could travel to smaller communities and provide service on a regular schedule, avoiding the costs of maintaining office space.
- Enable customers to receive e-mail license renewal notices, which would link directly to online applications.

#### **Expanded operations in regional hubs**

To provide more convenient and timely customer services, the department plans to stay open until 7 p.m. Tuesdays through Fridays, and all day on Saturdays, at the following locations:

Everett	Kent	Lynnwood	Renton	Spokane
Kennewick	Kirkland	Puyallup	South Tacoma	West Seattle

## **Offices slated for closing**

Currently, the agency operates 66 driver licensing offices, many in locations where the service demand does not support a full-time operation, or where the offices are staffed a few hours per week by an employee who travels from a larger nearby office. The department also operates driver and vehicle service counters at the Highways-Licenses Building in Olympia, although the same services are offered at multiple nearby locations.

The current timetable for office closures are listed below. As the department implements this plan, it will extend the hours of operation at regional centers and deploy self-service kiosks to coincide with the areas affected by the closures.

### **March – May 2009**

Auburn  
Davenport\*  
Friday Harbor\*\*\*  
Greenwood  
Othello\*

### **Sept. – Dec. 2009**

Bothell  
Forks\*  
Morton  
Port Townsend

### **May – July 2009**

Chelan\*  
Coulee Dam\*  
Goldendale\*  
Newport\*  
Republic\*

### **Jan. – April 2010**

East Seattle  
Poulsbo  
South Bend\*  
Vancouver Limited Service\*\*  
Walla Walla  
West Tacoma

### **July – Sept. 2009**

Bellevue  
Ephrata  
Olympia HLB driver and vehicle counters  
Oroville\*  
Yakima Limited Service\*\*

\* *Offices open 1-3 days per week*

\*\* *No drive or knowledge test services offered*

\*\*\* *Office open 4 hours per day on the 2nd and 4th Wednesdays of each month*